

## CLAIMS

1. A method of processing an incoming call (3-2), characterized by:
- 5 receiving the incoming call from a client (C1);  
placing (3-2) the incoming call in a first queue system (Q1);  
after the incoming call has propagated (3-4) through the first queue system, selecting an optimal recipient (R3) for the incoming call and terminating (3-14) the incoming call;  
selecting (3-8) one of several parallel second queue systems (Q21 -  
10 Q23) such that the selected second queue system (Q23) corresponds to the selected recipient (R3);  
placing (3-10) in the selected second queue system a virtual call that corresponds to the incoming call;  
after the virtual call has propagated through the selected second  
15 queue system, establishing a callback call (3-32) to the client (C1) and connecting (3-34, 3-36) the selected recipient (R3) to the callback call.
2. A method according to claim 1, characterized by estimating (3-14) the propagation time of the virtual call in the selected second queue system and reporting the estimated propagation time to the client.
- 20 3. A method according to claim 2, characterized by periodically repeating (3-20) the estimating step and repeating the reporting subject to fulfilment of some predetermined re-reporting criteria.
4. A method according to claim 1, characterized by sending the client a warning (3-26) a predetermined time before the callback call.
- 25 5. A method according to claim 1, characterized by:  
presenting (21) to the selected recipient several virtual calls in the selected second queue system, each virtual call corresponding a specific client;  
receiving (22) an indication of a selected virtual call from the se-  
30 lected recipient; and  
establishing a callback call to the client that corresponds to the selected virtual call.

6. An apparatus (SW) for processing an incoming call (3-2), the apparatus comprising:

call reception means for receiving the incoming call from a client (C1);

5 a first queue system (Q1) for temporary storage (3-2) of the incoming call;

characterized by:

several parallel second queue systems (Q21 - Q23);

a recipient selection logic (RS) operable to:

10 - select an optimal recipient (R3) for the incoming call and for terminating (3-14) it, after it has propagated (3-4) through the first queue system;

- select (3-8) one of the several parallel second queue systems (Q21 - Q23) such that the selected second queue system (Q23) corresponds to the selected recipient (R3);

15 - place (3-10) in the selected second queue system a virtual call that corresponds to the incoming call;

means (CC, CF), responsive to the virtual call's propagation through the selected second queue system, operable to establish a callback call (3-32) to the client (C1) and to connect (3-34, 3-36) the selected recipient (R3) to the  
20 callback call.

7. An apparatus according to claim 6, characterized by a status estimation and reporting logic (SE) for estimating (3-14) the propagation time of the virtual call in the selected second queue system and for reporting same to the client.

25 8. An apparatus according to claim 6 or 7, characterized by a prompt function (PF) for instructing the client.